

MONITORING SYSTEM CLIENT WITH CALL CENTER  
LAYOUT AND DESIGN CAPABILITIES

ABSTRACT OF THE DISCLOSURE

A monitoring system monitors calling activity within a call center. The monitoring system includes a client program that may be run on a workstation. The monitoring system also includes a computerized tool for building a model of the call center's physical layout. The client program displays a graphical user interface that contains status information about agents in the call center and statistics regarding calling activity within the call center. The graphical user interface may depict a model of all or a portion of the call center's physical layout. A builder prepares a computerized model of the call center using the call center layout tool. The builder may use the call center layout tool to update the computerized model of the call center. Information about agents, supervisors, and business clients may be obtained from the graphical user interface.